

## ELAN COMMERCIAL CARD BILLING INQUIRY FORM

If you have a transaction appearing on your statement that you are questioning, complete this form and return it to:

**CARDMEMBER SERVICES**  
**Corporate Disputes**  
**P.O. Box 6344**  
**Fargo, ND 58125-6344**

**Fax: 866-229-9625**

Merchant Name: \_\_\_\_\_ Post Date: \_\_\_\_\_

Dispute Amount: \$ \_\_\_\_\_ Transaction Date: \_\_\_\_\_

I have examined the charges made to my account and am disputing the above item for one of the following reasons:

1. ☐ The sales receipt amount was increased from \$ \_\_\_\_\_ to \$ \_\_\_\_\_.
2. ☐ Neither did I authorize this charge nor did I participate in the transaction.
3. ☐ Although I did participate in a transaction with the merchant, I was billed for \_\_\_\_\_ transactions totaling \$ \_\_\_\_\_ that I did not engage in, nor did anyone authorized to use my card. I do have my credit card in my possession. Enclosed is a copy of my authorized sales slip.
4. ☐ I did participate in the transaction, however, I paid for the transaction using another form of payment. (Describe form of payment): \_\_\_\_\_. Enclosed is a copy of my form of payment (i.e. canceled check, other credit card statement, cash receipt, etc.).
5. ☐ I did not receive \$ \_\_\_\_\_ from an ATM located at \_\_\_\_\_.
6. ☐ I have not received the merchandise that was to have been shipped to me. The expected delivery date was \_\_\_\_\_ (MM/DD/YY). I contacted the merchant on \_\_\_\_\_ (MM/DD/YY) and requested that my account be credited. I spoke with \_\_\_\_\_ (name).
7. ☐ Merchandise was shipped to me and arrived **damaged** and/or **defective** (circle one) on \_\_\_\_\_ (MM/DD/YY). I returned it on \_\_\_\_\_ (MM/DD/YY). I contacted the merchant on \_\_\_\_\_ (MM/DD/YY) and requested that my account be credited. I spoke with \_\_\_\_\_ (name). Enclosed is an explanation of how the merchandise was damaged or defective.
8. ☐ I notified the merchant on \_\_\_\_\_ (MM/DD/YY) to cancel the pre-authorized order/reservation. Cancellation # \_\_\_\_\_ (required).  
Reason for cancellation: \_\_\_\_\_.  
Person I spoke to: \_\_\_\_\_.
9. ☐ I have **returned/canceled** (circle one) the merchandise on \_\_\_\_\_ (MM/DD/YY) because \_\_\_\_\_. Enclosed is documentation showing proof of return or cancellation.

10. ☐ The attached credit slip was listed as a charge on my statement.
11. ☐ I was issued a credit slip for \$\_\_\_\_\_ on \_\_\_\_\_ (MM/DD/YY), which has not been posted to my account. I have enclosed a copy of my credit slip.
12. ☐ The charge in question was a single transaction (sale #1), but was billed twice to my statement. I did not authorize the second transaction.

Sale # 1 \$ \_\_\_\_\_ Ref. # \_\_\_\_\_

Sale # 2 \$ \_\_\_\_\_ Ref. # \_\_\_\_\_

13. ☐ I am not disputing this charge, however, I need a copy for my records.

14. ☐ Other, please explain:

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Account #: \_\_\_\_\_

Cardholder's Name: \_\_\_\_\_

Cardholder's Signature: \_\_\_\_\_

Date Signed: \_\_\_\_\_ Daytime Phone: \_\_\_\_\_